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ORIGINAL

RECEIVED

1999 DEC 15 P 4:00

AZ CORP COMMISSION
DOCUMENT CONTROLLee B. Bowden
120 N. Etta Dr.
Queen Valley
Apache Junction, AZ 85219
November 29, 1999Arizona Corporation Commission
DOCKETED

DEC 15 1999

DOCKETED BY

DOCKET NO.

T-010514-99-0105

Robert Gray
Senior Economist - Utilities Division
Arizona Corporation Commission
1200 West Washington
Pheonix, Arizona 85007SUBJECT: Queen Valley Homeowners Association
petition for affordable access to the Pheonix
local calling by inclusion of the Whitlow
exchange (520-463) to the Pheonix local calling
area Dated March 20, 1996.

Dear Bob

First of all, I would like to thank you for coming to Queen Valley to listen to our concerns about our restricted calling area and the very poor service we receive from U S West. Our sign in sheet showed 103 people present. They came from all the areas included in the 520-463-0000 calling area.

Some of the written comments enclosed cover both the local calling area as well as service complaints. I have divided them as best I could.

Please do not hesitate to call me if you want more information.

Sincerely

Lee B. Bowden
Queen Valley Home Owners Association
Telephone Chairman
502-463-2033

Rec'd
11-14-98

In 1998, we called ahead to reactivate our telephone service. When we arrived, we had no service. Several calls from the neighbors later, we eventually got a rather sporadic service, & it took about 10 days before we could rely on calls getting through, and reliably call out.

This is not the first time for problems. When we would have problems, it usually took a period of several days for things to get worked on and then several tries before we could rely on it.

Dale & Margaret Snider
(520) 483-2917

108 N. Etta, Queen Valley, AZ 85219

NOVEMBER 06-99

TO CORPORATION COMMISSION:

MY PHONE NUMBER IS 520-463-2606 AND MY NAME IS BETTY I. DEE. I RESIDE AT 106 E. LYNN WAY, QUEEN VALLEY, AZ. 85219, I AM THE VICE PRESIDENT OF THE QUEEN VALLEY HOMEOWNERS BOARD.

I HAVE HAD MANY REPORTS THAT ON A LONG DISTANT CALL INSTATE THE PARTY GETTING MY CALLS IS ON A CELL PHONE. WHY IS THIS HAPPENING? PARTIES TRYING TO GET ME FINALLY GET DISGUSTED AND GIVE UP TRYING TO CALL. ALSO OUT OF STATE CALLERS GET THE SAME PERSON OR THE OPERATOR WILL SAY THAT IS A CELL PHONE NUMBER AND IT IS NOT AVAILABLE TO YOUR AREA. THIS GETS RATHER UNHANDY AS I GET A LOT OF LONG DISTANT CALLS.

DO YOU HAVE ANY SUGGESTIONS?

Reid
10-11-99
3/12

Sten Linnander
2400 N. Elephant Butte Rd.
Queen Valley, AZ 85219
Ph/Fax: 520-463-2775

Troubles with the phone

December 1996 - November 1999

We took over the phone service when we moved in here on December 15, 1996. Almost immediately the phone went out and it took several days to get it repaired. This seemed to be due to the phone being left off the hook for more than 5 minutes. Over the next 3 months the phone went out about 10 times. It took on the average of some 2 - 3 days to get it fixed. Sometimes came back on immediately after calling US West repairs. When I remembered to, I wrote down the occurrences. I probably wrote down 1/3 of all the instances when the phone went out. These were the cases that I wrote down:

February 1997

The phone went out about 6-7 times during the first 2 months.

- * It went out around the 2nd week of February and was fixed.
- * Again it went out during the 3rd week of February. On February 27 they said they would have a repair person out here to take a look. They came with a bucket truck, after which the phone seemed to work fine.

March, 1997

- * On March 15 the phone went out in the late afternoon. At about noon on March 16 I called from a pay phone in Queen Valley and said that our phone was out of order. I was told that someone would be out here tomorrow. When I got back at around 1 pm, the phone was working. So I called repairs and told them that the phone was working again,

May, 1997

- * The phone went out again on May 16th, I called repairs and was told they'd check it at the office, or else someone would be out here tomorrow, Saturday, May 17th. When I got back home, the phone was working again.

November, 1997

- * The phone was out on Friday, November 7th at 6 a.m. At 7.30 a.m. I reported it and was told someone would be out during the day. At 7:30 pm I called again and was told that someone was out at the box and it should be fixed by 9 pm. It did not come back on. On Saturday morning, November 8th, I called repairs at about 9.30 am. and was told that they were now out fixing it and it should be back on within an hour. I mentioned that it had been going out over 10 times since the beginning of the year and that each time it seemed as if the fault was not out here, but in the office, where a

switch could be used to turn it on. Also, that it used to be due to the phone being left off the hook. It did not come back on. On Saturday evening around 7.30 and was told that in the technician's report it said that he could not find the "station address". I was told that since we had been promised service 3 times without success someone would be out here the next day (Sunday, the 9th) before 12 noon. I also gave directions on how to get here, saying that they could also ask at the gas station in Queen Valley. It still did not come back on. At 1.45 pm. on Sunday I called again, and was told that someone would be out between 2.30 and 4.30 pm. On Monday, November 10th they fixed it. It had been shot at by someone shooting at clay pigeons.

December 1997

- * The phone went out again on Sunday, December 20, 1997. We called it in in the evening. It took a few days to get fixed.

March 1998

- * The phone went out again on Tuesday, March 24th, and was fixed on Thursday, March 26th.
- * On Friday, March 27th I called repairs and talked to Logan, at 1-800-573-1311, at Salt Lake City repair, extension 75. He said that it might be that the whole switching unit, which services many people, is antiquated, and would maybe need replacing in its entirety. He said he would deal with it and if I haven't heard anything by Monday, I should call again. He also said that the wiring station for our number is in Whitlow.

May 1998

- * The phone went out on May 8th in the morning. Called at 10.45 am and when I came back, it worked. I called and cancelled the repair request and they said that they had so far only been running tests.
- * The phone went out again on Saturday May 24th in the evening; I called in the same evening and reported it.

August 1998

- * The phone started to ring off the hook on August 20th, in the beginning of the US West strike. I called it in the same day, and was told it would be fixed at the latest on September 5th, but probably in a matter of days. I called back every 2 - 3 days on September 1st I was told that they had checked the problem in-house, but that nothing was wrong, and that the next day they'd send out someone. I called back on September 3rd, and was told that the day after, on the 4th, they would send someone out. I called back on the evening of the 4th and was told that they would send a technician out the following day, the 5th, and that if it had not been fixed by 6 pm on the 5th I should call back. During all this time, if we plugged in the phones, they rang constantly. (In the meantime I had had to take my computer in to Phoenix 3 times to download my e-mail messages, which included a translation job from Germany, and also to send the translation back.)

September, 1998

- * On Monday, September 7th the phone went out again. I called and reported it, when I came back it worked.
- * Wednesday, September 9th, the phone went out again. I called in and reported it; it came back on Thursday midday..
- * Friday, September 11th, it went out again. I reported it, and when I came back it worked again.
- * Thursday, September 17th, it went out again. I reported it the same day. An hour later it came back. I called back and said that it works - I asked them to have the area supervisor call me, which they said he would.

Also on Thursday, Valerie, the "technical consultant" or "screener" called, saying she will contact the Technician in charge and also ask him about how far the service area goes. (The foreman doesn't know how the system is set up), and will call me back on Friday or Monday. She also mentioned that we might want to string the whole way ourselves with the new high-tech 6-line, heat resistant cable, if we're outside the service area, which might come cheaper.

- * From then until October -98 it kept going out maybe once every 2 weeks or so, I'd report it and call Valerie who, by testing it, had it come back on. For example, it went out on Sunday, October 25 and came back on Monday, October 26th.

This kept on happening. During 1999 I will try to record every time the phone goes out:

1999

January, 1999

- * The phone went out on January 6th. I went in to Queen Valley and reported it (Valerie's mailbox was full). When I came back the phone worked again although when I asked the repair person to check the line they did and said that that did not change anything.

April, 1999

- * April 13th, 1999: For the last month or two the phone has been going out about once a week, mostly when the weather has changed, and every time that it has rained. I told Valerie, our screener, that I was about to contact the corporation commission about getting new lines from US West, and she called me back the next day and said that the county should have put up some shields against the interference from the electrical lines, and that they probably didn't, and that that should have been noticed by the inspectors. So she suggested that I contact the county about this.
- * April 15, 1999: Today the phone went out again, and got fixed again.

This kept on through the beginning of June -99, about once every 10 days it went out and usually got fixed the same day.

July, 1999

- * On Tuesday, July 6, 1999 the phone was out, so I called Valerie who tested the line and fixed it.

On June 10th, 1999 I called the Corporation Commission: 1-800-222-7000, extension 0847: Joan Ruff, and left a message, asking her to call me back. She did, saying she couldn't do anything unless the phone was out, and I should call back when it was.

- * On Sunday, July 11th the phone was out. On July 12th I called first to Joan Ruff, who said she'd look into our case, and then I called Valerie, who managed to fix it, and to whom I also told that I'd contacted the Corporation Commission.

Sam Medina, a US West repair technician (pager: 602-226-3598) was out to Queen Valley and checked the line on 7/13 and said that he had found and exchanged 2 faulty pieces of cable. He called again on 7/14 and said that he was checking and would call again.

Becky Demartini (602-665-4764) from US West also called on 7/14, saying that she was going to talk to the manager of the area and to the technician to see to it that our line got fixed. She is having hand surgery tomorrow and will be back at the end of the last week in July, but she would have a back-up person who would call us.

Lois called on 7/15 and said she takes care of indoor stuff, whereas Sam Medina takes care of outdoor stuff. She will keep on checking. (Lots of activity after I called the Commission).

- * On July 29, 1999 the phone went out, I called it in, and it came back on.

August, 1999

- * On August 8th, 1999 it rained, the phone went out, I called Joan Ruff at the Corporation Commission and thereafter Valerie at US West. She tested the line and it started working again. Joan said that the next time it went out, she'd do something.
- * On Saturday, August 29th, the phone went out when it rained. It got fixed by US repairs. I left message with Valerie and with Joan Ruff.
- * On Monday, August 30th, the phone went out. Valerie called and fixed it although I had not called her since Saturday, when I had left a message on her machine about Saturday's malfunction.
- * On Tuesday, August 31st, the phone went out due to rain, called repair service, didn't come back. On September 1st, I called Valerie, who said there was a tone on the line, as if the answering machine were on or something. Couldn't fix it by testing. Ultimately the repair people managed to fix it.

It kept on going out about every week, sometimes twice a week. I called Joan almost every time it happened and left a message. Valerie gave me the number of the guy who can tell me where the interface between house system and US West's line is. His name is Don Ivy and his # is 602-630-0506. At this number I was told that someone else could tell me about this interface.

September, 1999

Called Don Ivy on 9/1, a woman's (field engineer for Superstition East) answering machine answered, but for some reason I could not leave a message. Will try again later. Was told by the woman that Don Ivy is not in charge of that area, but instead Gladys: 602-630-1773. I left a message with her on Friday, **September, 3rd**.

October, 1999

The phone was out twice in October, 1999.

Corporation Commission contact: Joan Ruff

*Rec'd
11-10-99*

JRM

**Sten & Kitty Linnander
2400 N. Elephant Butte Rd.
Queen Valley, AZ 85219
Ph/Fax: 520-463-2775**

Synopsis of our phone situation for the last 3 years.

We live 3 miles out in the desert, north of Queen Valley. There are poles with power lines and phone lines leading to where we live. There is only one phone line and we have been told that each new line would cost us \$4,300, after a \$3,000 rebate.

Over the last 3 years our phone has gone out over 50 times or about once every 2 - 3 weeks. The longest it was out was about 3 weeks in August and September, 1998, during the US West strike. A cellular phone does not work where we are because of the surrounding mountains. Every time the phone goes out I have to drive 12 minutes to Queen Valley, call in to US West and lately also to the Corporation Commission, and drive back. Or else I can walk up a mountain 10 minutes and use a cell phone.

I have spoken to probably over 15 - 20 US West repair technicians, foremen, managers, screeners, etc. at US West and have been given very contradictory information. I have been told that the problem is due to induction between the power lines and the phone lines. I have been told that nothing can be done about this by US West. I have been told that the county is responsible, since when they inspected the poles, they never saw to it that shielding devices were put on. I have been told that US West is not responsible for the line out to our place, and that our responsibility begins already in Queen Valley. I have been told by the Corporation Commission that this is ridiculous. I have been asked by US West to myself bury 3 miles of phone line, through washes, bedrock, etc. I have been asked to myself lower the phone lines on their poles, so that they are further away from the power lines, I have been told that the technicians are of the opinion that our line will only be getting worse and worse.

There seem to be 2 main types of problems: One is that if the phone is not hung up properly it is not reset. Sometimes, but only sometimes, this can be remedied when I call US West Repairs and they test the line. Valerie, the screener in charge of our case at US West has strong testing equipment, but since she often is not there, especially during the weekends, the result has been long waits. According to US West this problem is due to a switch "far away" that is so old-fashioned that it does not reset. I have also been told that the reset signal is too weak to reach out here.

The second problem is more structural: 95% of the times it rains and during many other occasions, such as a cold front passing through, the phone goes out. Very often it goes out without any recognizable cause. And there is often a strong hum on the line. According to Valerie, our US West screener, there is almost always a very high charge on the line, often to the point of going off her scale. This is said to be due to the lack of shielding, or the proximity between electrical and phone lines.

CARL J. KUNASEK
CHAIRMAN
JIM IRVIN
COMMISSIONER
WILLIAM A. MUNDELL
COMMISSIONER



Rec'd
11-8-99
JMR

BRIAN C. McNEIL
EXECUTIVE SECRETARY

ARIZONA CORPORATION COMMISSION

August 12, 1999

Mr. John Smith
287 North Margaret
Apache Junction, Arizona 85219

Dear Mr. Smith:

I am writing in reference to the correspondence that was received by the Arizona Corporation Commission (Commission) on August 4, 1999, concerning the telephone company responsible for service in Queen Valley, Arizona.

As of this time, U S West Communications, Inc. (U S WEST) is still your local service provider. U S WEST is in the process of selling some of its rural telephone exchanges in Arizona to Citizens Utilities Company (Citizens). This sale is not expected to be completed for another six to twelve months and will require the approval of the Commission.

If I can be of any further assistance, please feel free to contact me at 1-800-222-7000, extension 0819.

Sincerely,

A handwritten signature in dark ink, appearing to read "Tom Harrell", with a stylized flourish at the end.

Tom Harrell
Consumer Service Specialist
Utilities Division

THH:van

Dear Sirs,

I am a 40 year resident of the state of Arizona. I have been involved in much community work in the state and have voted in every election. Immaterial maybe but I certainly expect better treatment than what I've gotten. U.S. West has always treated us if we didn't exist.

My husband is a volunteer Fire Department member and in a small community, the Fire Department members take care of everything from 911 calls, loaning medical equipment, taking blood pressures and standing in until the Sheriff Department arrives. We have an elderly population and Apache Junction is 23 miles away.

I use oxygen 13 hours a day on 4 liter which is double what most people use³ and a potential 911 call at all times

For eight days we have been reporting phone outages. U.S. West would flick a switch which put us "in service" long enough to pacify us for the moment. The phone wouldn't work again for the next time we wanted to use it. It's also rather difficult to call in an outage with no phone in the area. Finally, today, we were told that we were no longer U. S. West customers. We found a repairman from whatever company was ill informed about the condition of the service they bought and they didn't even have our name on their list—sounds like deliberate omission because of our complaints. However, they couldn't possibly get to our repair until August 4th. {If I don't pay my bill next month for service I didn't receive, I am sure I would be turned in to the collectors.}

This is not the first letter you have received from Queen Valley as our children go to Apache Junction and they can't call home without it being a toll call. We also can't use internet or my son and several others can't work from their home because they don't have a working phone or they need long distance to call their work area.

Nothing seems impact or help this situation and no one seems to care.

Sincerely;

Marge & John Smith

11-4-99

To U.S. West:

Rec'd
11-5-99
JMS

We were in I.V. the winter of 71-72. That is 27 years ago.

As soon as our phone was hooked up, we have had trouble practically every fall - we could usually call out, but no one could call us.

I've reported this countless times in these years - to no avail.

All the people on Etta Drive are on the same phone line. As our lot and residence is on the west $\frac{1}{2}$ of Lot 43 - or as registered at the Courthouse - 43B - the telephone line comes up the west side of our lot from Queen Creek Drive.

It seems that that work was very incompetent, to say the least. Also, U.S. West was wrong in not seeing this on going problem was not corrected years and years ago. As of today, I can call out, no one can call me.

We live the other six months in Idaho - Reburg - true, the phone bill is a little higher - but we can call (look at your map) from Pocatello, 80 miles south of us, north past St. Anthony - East to Ririe - 30 miles - West to Roberts - nearly 30 miles, all on the flat rate.

Meanwhile, in Queen Valley, referred to as a "remote" area - all we can get without it being long distance - is Queen Valley - I doubt 5 miles square.

What do you do - in your 70's - you need
a phone. We certainly are being ripped
off by U.S. West. I'd like some answers to
these problems.

Joyce B Smith
126 N Etta Drive
Apache Jct, Az. 85219
520-463-2219

11-5-99

When we got home last evening a
note was on our door saying our phone
was in working order. Our phone number
was always 463-2219 - it now is
changed to 463-2419. Why this was
changed - I have no idea - you see, we
have family who call us - & the new number
means at least 7 long distance - to Idaho and
Washington - to tell them the new number
we did not request - just "this is now
your number. I find this totally disgusting.
To top this all off, this evening - at
4 PM - I have a dead phone line.

What are you going to do about these
phones in Queen Valley? And when? —

Joyce Smith - very disgusted

Nov 7, 1999

U. S. West:

My second letter to you.
In thinking over your changing my
number from 463-2219 to 463-2419-
you can just change it back to my
number, which has been 463-2219
for 27 years at least.

I have always paid the bill on
time. My friends in Queen Valley know
my number, and so do my relatives
and friends out of state. This was
your mistake, so you fix it.

Furthermore, I should get a
reduction on Nov. 99 bill, due to
the inconvenience and mental turmoil
you have put me thru.

To top this off - my friend here
in Queen Valley called U. S. West to
ask for my phone number - it is 463-2219.
As it should be.

So get your act together and try
to act like you are running a business.

Joyce B. Smith
1567 N. Etha Dr.

Rec'd
11-10-99
PMS

Nov. 8, 1999

Arizona Corp. Commission
1200 W. Washington
Phoenix, Az.

Gentlemen:

Re. Acct. no. 520-463-2292 U. S. West

We left on a trip June 15th, setting our answering service, expecting to call home to check messages received. Our neighbors phone went out that week and Fathers Day, June 20th she tried to use our phone to call her children so they would not worry. Our phone was not working, and we were not able to retrieve the messages already in the system.

Her phone was repaired sometime later, but ours was still out when we returned Fri., July 30th. Using our neighbors phone I called for repair July 30th, and was told it could not be repaired until Tues. Aug. 3rd. No repairman came so I called again Aug. 4th and 5th, and was told there was no record of the July 30th report and it would not be repaired until the next week. On Fri., Aug. 7th the service was restored.

We have had one over-night outage since that time.

John W. Officer
1454 E. Silver King
Queen Valley, Az/ 85219

11-10-99
8X

Dear Sirs;

I have some things that I would like to bring to the attention of the Members of the Corporation Commission. US West is well aware of all of them and very little ever happens.

- We have an old experimental mechanical telephone system that was installed in Queen Valley in the late 60's. Any rain or heavy moisture and our telephones do not work (the lines are so close to the surface of the ground). We are suppose to call Tucson to report our problems (difficult with no working phone.) It usually takes several phone c calls and days to have our phone put back in service with seldom a rebate on the bill.
- 911 line is out of order frequently which leaves us without an emergency phone
- We are unable to have the latest phone features because our lines couldn't handle them and we get a minimum of maintenance.
- We can't use internet . It is long distance from Q. V. Several residents could work from their home if it was not long distance and that would help air pollution.
- Most of us do all of business and shopping, doctoring etc in the Valley (602) so any time we need to call any of those people, it is long distance as QV is 520.
- Nationwide, our mailing address i Apache Junction-- our children go to Apache Schools. They can't call between their home and the school. It's long distance.
- Much of the time, we try to place a long distance call and we are told that our calls can not be completed as the system is not operating
- The phone rings several times a day with no one on the other end, interrupting what we are doing and no one is on the other end of the line. We have reported it and it stops for a short time be then the ring start again with no one there.

Our bills are still very high with no recognition of our poor quality of service except the advertising we receive touting all the neat thing we can have like "caller ID". This might be an excellent time to consider deregulation.

Thank You
Sincerely,

Marge + John Smith

287 N. Margaret
Queen Valley, Arizona

Rod
11-10-99
32

Corp Commision,

1A

I would like to voice my opinion on what I think of the telephone service I Recieve from U S west.

First, Every Time it Rains more than two drops of water my phone goes out and does not come back until it stops raining and dries out some. When I call for repairs, US west sends someone out to fix the problem, when they get here its not raining so they assume there is no problem so they don't fix it. I work for a Utility Company and if I did my buisiness this way I would be Fired.

Next, I do not understand why we are stuck in our on little Exchange, Every where we have to call is long Distance. Why Couldn't we be placed in Apache Jct. Exchange then we could at least Make calls to A.J. & Mesa without being charged for long Distance calls. It costs an Average of one to two Dollars to make A call to An Area 16 miles Away, Thats Redcutas.

1B

Also, I Don't understand why we Cannot recieve services that other Communities have like, the Enter Net, Caller I.D. Etc....

I think Queen Valley is such a small place that U.S. West doesn't Care About us. We pay Just as much per phone (if not more) as anyone Else in Arizona. Why Can't we get the same service.

We would greatly Appriciate any Assistance you could give us in these matters. All we want is to be Treated Fair!

Sincerely

Cecil Fendley
592 N. Jay St.
Queen Valley Az. 85219

2/26/98

2A

ARIZONA CORPORATION COMM.
PHOENIX, AZ

SUBJ: U.S. WEST SERVICE TO
QUEEN VALLEY, AZ.

DEAR COMMISSIONERS,

THIS LETTER OF COMPLAINTS IS
PREPARED FOR YOUR CONSIDERATION OF
PROBLEMS WITH QUEEN VALLEY PHONE
SERVICE ~~PROBLEMS~~, AND U.S. WEST'S SLOWNESS
IN ADDRESSING THESE AREAS.

I HAVE TWO COMPLAINTS:

1) UNAVAILABILITY OF SERVICE. MORE
AND MORE FREQUENTLY, WE ARE UNABLE
TO CALL OUTSIDE OF QUEEN VALLEY
BECAUSE OF SYSTEM OVERLOAD. ONE
TIME LAST WEEK, WE GOT THE OVER-
LOAD MESSAGE EVEN BEFORE ANY NUMBERS
WERE DIALED. WHAT DO WE DO IN
THIS EVENT IF WE NEED 911 SERVICE?
THE OVER LOAD CONDITIONS TO OUTSIDE
OF QUEEN VALLEY SOME TIMES PERSIST
FOR HOURS. AS THE FREQUENCY OF

SERVICE UNAVAILABILITY IS SEEMINGLY INCREASING, ONE CAN ONLY SPECULATE THAT INTERNET USERS PLAYING GAMES ARE AT LEAST PARTIALLY RESPONSIBLE. U.S. WEST SAYS "NO," BUT WE'VE SEEN NO ACTION IN IMPROVING THE PROBLEM. ONE IS LEFT WITH THE FEELING THAT U.S. WEST'S ATTITUDE IS THAT "WE'RE THE ONLY GAMES IN TOWN, WHAT ARE YOU GOING TO DO ABOUT IT?"

2) LIMITATIONS TO SERVICE. THE PHONE SYSTEM HERE IS NOTHING MORE THAN A LITTLE LOCAL INTERCOM SET-UP. WE CANNOT CALL ANY WHERE OUTSIDE OF GROUND VALLEY WITHOUT TOLLS BEING IMPOSED, IN THE CITY, TOLL FREE CALLS CAN EXTEND FOR MILES - I ONCE CALLED TOLL FREE FROM SAGUARO LAKE TO NORTH SCOTTSDALE (35-40 MILES), YET FROM GROUND VALLEY, WE CANNOT CALL SUPERIOR (13 MILES) OR APACHE JUNCTION (15 MILES) WITHOUT TOLL CHARGES. U.S. WEST HAS A LITTLE CASH COW OUT

2C

HERE - WHY SHOULD THEY FIX IT??

I FIND IT EASIER TO LIVE WITH
THE TOLL EXPENSE THAN WITH THE
SERVICE UNAVAILABILITY.

US WEST MUST ADDRESS THE
POOR SERVICE THAT THEIR CURRENT
SYSTEM PROVIDES.

Handwritten signature

GERARD T REED

654 E. QUEEN VALLEY DR
QUEEN VALLEY, AZ 85219
520-463-2953

February 28, 1998,

Fendley, J.T. & Roberta
501 N. Jay Street
Queen Valley, AZ 85219
Ph 520-463-2483

Rec'd
11-10-98
RMZ

ATT.; AZ. Corporation Commission;

In regard's to our telephone service in Queen Valley, AZ, provided by U.S. West Communications, our service is very poor and inadequate.

We have resided in Queen Valley for almost 30 years, and our phone service has not improved but very little in this span of time. You would think a company as large as U. S. West could get it together after this many years.

Every time it rain's, our lines are so full of static, the phone is useless, or if not the static, the line goes completely dead. This problem has been going on for years, as far back as we can remember. There has been times when the phone is out of service for days.

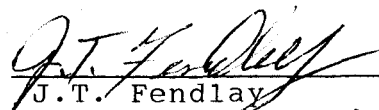
There was a time, we were hooked into another line, and we received 2 other parties call's.

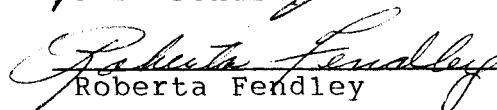
The thing that concerns us the most, in the case an emergency, and it is raining, we know our phones will be out of order and we cannot call 911.

Queen Valley customer's also do not have access to caller ID, or Internett, we get no breaks as far as calling out. Every place we call is a long distance call. If we could at least have Apache - Junction within our calling range, it would be a big help. Give us, THE CUSTOMER, a break for a change.

U.S. West Communications certainly does not deserve another raise, as I noticed in the news recently, until they can repair our telephone lines and do it right.

In closing, we have always paid our telephone bill's promptly, we would sure like to have some consideration shown us in return!


J.T. Fendley


Roberta Fendley

Rec'd
11-10-98
84

2/26/98

ARIZONA CORPORATION COMMISSION

SUBJ: LACK OF SERVICE - U.S. WEST
COMMISSIONERS:

MY COMPLAINT IS THE CAVALIER
ATTITUDE TAKEN BY U.S. WEST IN HAND-
LING SERVICE ISSUES.

DURING RECENT RAINS, MY PHONE,
AS DURING PREVIOUS STORMS, DEVELOPED
SEVERE STATIC INTERFERENCE. WHEN U.S.
WEST PERFORMED THE "REPAIR" SERVICE,
THE LINE WAS TAPPED INTO, NO STATIC
WAS HEARD, AND THE MATTER WAS CLOSED
BY U.S. WEST. WHEN CALLED BACK AS TO
WHY NO REPAIRS WERE MADE (THE LINE WAS
STILL UNUSUALLY NOISY) THEY EXPLAINED THAT
THE SERVICE PERSON FOUND NO PROBLEM AND
CLOSED OUT THE ORDER. A NEW CALL WOULD
TAKE 4 DAYS, UNTIL THE NEXT TIME THEY'RE
IN THE AREA. I AM A WIDOW AND NEED MY
PHONE. NO EFFORT WAS EVER MADE BY U.S.
WEST TO CONTACT ME REGARDING RESOLUTION
OF MY PROBLEM, AND IT WAS NOT RESOLVED

520-463-2456

NILA GRAY
187 KIRK ST.
QUEEN VALLEY, 85219

Rec'd
11-10-99
RW

3-2-98

Corporation Commission

RE: U.S. West Phone Service

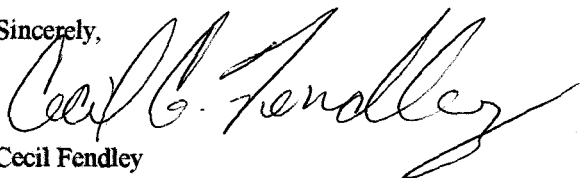
Dear Corp. Commission

I am writing this letter on behalf of the Queen Valley Fire District.

In the last few years we have experienced a lot of trouble with our Emergency phones which we receive 911 calls on. Every time it rains the phone either gets very staticy or it goes completely out. When U.S. West sends their repairmen out, they always seem to have a hard time figuring the out problem. The repairmen tell me that the system in Queen Valley is in such bad shape that it is hard for them to figure anything out. I think Queen Valley is way over due for some badly needed repairs and for some upgrades to get us up with the rest of the world.

We have been lucky so far, but its only a matter of time before this phone system costs someone their life. Hopefully something will be done before that happens.

Sincerely,



Cecil Fendley
Fire Chief
Queen Valley Fire District
1494 E. Queen Valley Dr.
Queen Valley AZ. 85219